

**From:** MCGPatty@cs.com@inetgw  
**To:** Microsoft ATR  
**Date:** 1/23/02 12:51pm  
**Subject:** Microsoft Settlement

Dear Sir or Madam: While I appreciate the fine work of our DOJ and can only imagine how difficult it must be a times I do believe that your efforts in the MICROSOFT case were mis-directed. I m old enough to remember when the first home and small office computers were made available...and how impossible is seemed to be to purchase software that would work properly with the system installed on the computer. After a while the concerted call from most consumers was why don t they make a common language that is recognizable by all (or most) computers or why can these software packages be easier to install and use. Well MICROSOFT listened...as any vendor or company intent on profitability would listen. Over time they developed the common system and the easy to install software that we now take for granted. I work for a small business I know what research and development costs are all about...MICROSOFT led the way to this common base of understanding...probably spending some big bucks to do so...and left everyone else in the dust. How do I see it? I see a lot of disgruntled tech-heads who felt that the field would never accept the MICROSOFT way...and continued on their blind path to obsolence. And then when it became apparent even to them that no one wanted their unique systems...they cried foul and looked to the government for help. Let me ask them this...who helped the mom & pop drug stores when the big chain drug stores hit the street? Now you ve got Walgreens and Osco and many others of that size all catering to our pharmacuetical needs...for less money than the smaller drug stores could ever imagine...but no one is helping them. Leav